



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 400 - Emergency Operations

General Emergency Operations - 401.00		
S.O.P. # 401.02	EMS Resource Management	PAGE: 1 OF 3
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401.02.01 Purpose

The purpose of this SOP is to provide guidance to effectively manage the availability and dispatch of ALS and BLS transport resources during normal and low resource conditions.

401.02.02 Applicability

This SOP applies to all public safety entities in the Charles County EMS Operational Program.

401.02.03 Definitions

1. **Normal Operations, Condition 1** - This is the resource operations level that exists under light to moderate call volume conditions. An adequate number of EMS transport vehicles are available around the County to answer the calls for service.
2. **Low Resource Level Operations, Condition 2** - This is the resource level that is defined when there are two (2) or fewer known staffed EMS transports units available for calls in the County. There are not enough EMS transport resources to answer the calls for service.
3. **Available** - The status of an EMS transport unit that is fully staffed and available to respond to calls for service. Staffing may be personnel on-duty at the station or personnel available for home response in the rural stations.
4. **"EMT Driver Only"** - The status of an EMS transport unit that is partially staffed only with a certified EMT driver and not to standards per the Maryland Medical Protocols.
5. **Unavailable Due to Staffing** - The status of an EMS transport unit that is not available for service due to lack of staffing.
6. **Unavailable Due to Logistics** - The status of an EMS transport unit that is temporarily not available for service due to the need for supplies or decontamination.
7. **Out of Service** - The status an EMS transport unit that is not available for service due to a mechanical issue.
8. **CAD** - Computer Aided Dispatch System
9. **ALS Chase Resource** - A non-transport capable emergency response vehicle equipped to the ALS standard and staffed with an ALS provider.



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401.02.04 Normal Operations, Condition 1 Policy

1. Each company will manage their resources in such a manner that best meets the needs of the company. When a company's availability changes an officer shall contact the 911 Communications Center to change the state of readiness of the company.
2. All units are AVAILABLE in CAD unless otherwise reported UNAVAILABLE or OUT OF SERVICE by an authorized officer of the Company.
3. If a unit is AVAILABLE when the station is alerted, the unit will be dispatched. The decision to remain AVAILABLE based on home response is left to the discretion of the company chief.
4. If a unit is UNAVAILABLE when the station is alerted, the next AVAILABLE unit will be immediately dispatched.
5. If a unit is OUT OF SERVICE when the station is alerted, the unit will be disregarded by the CAD.
6. Five (5) minutes following the initial dispatch, a transport unit may respond EMT/Driver only in the first due of dispatch.

401.02.05 Low Resource Level Operations, Condition 2 Policy

Upon activation of Low Resource Level Operations, Condition 2 the following shall occur:

1. Once the trigger points for Condition 2 have been reached, the 911 Communications Supervisor and the Medical Duty Officer (MDO) will coordinate the facilitation of placing the County on Low Resource Level Operations, Condition 2.
2. The 911 Communications Center will notify the EMS Operations Chief and County EMS Chief 17.
3. All companies will be alerted and communications will announce "Charles County is currently operating under Low Resource Operations Level, Condition 2".
4. Company officers will contact the 911 Communications Center and clarify their company's operational status.
5. Mutual Aid will be temporarily suspended until operations return to Condition 1.
6. If available, reserve transport units will be placed in service (available) and staffed by appropriately credentialed administrative support staff.
7. "Driver Only" BLS units will notify the 911 Communications Center and inform them that they are available to pair with an available chase ALS resource.
8. The MDO will go to the University of Maryland Charles Regional Medical Center to facilitate an effective and efficient unit turnover.
9. Condition 2 will continue until four (4) transport units become available for a continuous period of twenty (20) minutes.



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401.02.05 Quality Assurance

The 911 Communications Center will track and report the duration times when Charles County is operating under Low Resource Level Operations, Condition 2.